

## COMBINED DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;  
and

I verily believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: ELECTRONIC CUSTOMER SERVICE SYSTEM AND METHOD, the specification of which:

X is attached hereto

\_\_\_\_\_ was filed on \_\_\_\_\_ as Application Serial No. \_\_\_\_\_ and was amended on \_\_\_\_\_ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with 37 CFR §1.56(a).

I hereby appoint the following attorneys and/or agents to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith: H. DALE LANGLEY, Registration No. 35,927, ORLESIA A DUREN, Reg. No. 43,597; JAMES D. BENNETT, Reg. No. 37,550; MICHAEL R. CANNATTI, Reg. No. 34,791; JAMES B. GAMBRELL, Reg. No. 17,920; DENNIS W. GILSTAD, Reg. No. 36,810; GARY W. HAMILTON, Reg. No. 31,834; MIRA L. HELMS, Reg. No. 43,668; GLORIA L. NORBERG, Reg. No. 36,706; RUSSELL C. SCOTT, Reg. No. 43,103; ADAM D. SHEEHAN, Reg. No. 42,146; RICHARD J. SMITH, Reg. No. 30,496; PETE A. SMITS, Reg. No. 39,036; GARY R. STANFORD, Reg. No. 35,689; H. SHANNON TYSON, JR., Reg. No. 42,193.

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

1	<b>Full Name</b> Nicholas D. Evans	<b>Inventor's Signature</b> <i>Nicholas D. Evans</i>	<b>Date</b> <i>May 20<sup>th</sup>, 1999</i>
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